

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-10 13-33-03

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
4	3	1	Fail	4

Step No:1

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' is visible. Below the header, there are tabs for 'Incidents' and '200730-000070'. The main content area shows a form for an incident with the following fields:

- Subject: Dear Customer Service ,ab92547 product is not functioning properly need help?
- Reference #: 200810-000004
- Status: Open
- Assigned: Agent Access > Sys Agent
- Disposition: [No Value]
- Contact: [No Value]
- Organization Name: [No Value]
- Product: [No Value]
- Category: [No Value]

The interface also includes a sidebar with a menu containing 'Incident', 'Contact', 'Organization', and 'Task'. The bottom of the screen shows a navigation bar with tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'.

Step No:2

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with the placeholder 'Reference #' and a magnifying glass icon is on the right. Below the header, a breadcrumb trail shows the path: '200810-000004' > 'Incidents' > '200730-000070' > '200810-000005'. The '200810-000005' item is highlighted. A toolbar contains buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. Below the toolbar, a tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays a form with the following fields: 'Subject' (with a red asterisk), 'Reference #' (pre-filled with '200810-000005'), 'Status' (set to 'Open'), 'Assigned' (set to 'Agent Access > Sys Agent'), 'Disposition' (set to '[No Value]'), 'Contact' (set to '[No Value]'), 'Organization Name' (empty), 'Product' (set to '[No Value]'), and 'Category' (set to '[No Value]').

Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 doesn't exist

Status: Fail

ORACLE Service Cloud

Reference #

200810-000004 Incidents 200730-000070 200810-000005

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject *

Reference # 200810-000005

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

